

**MARYLAND MEDICAL ASSISTANCE • HEALTHCHOICE PROGRAM**  
**NON-FORMULARY EMERGENCY SUPPLY POLICIES AND PROCEDURES FOR MANAGED CARE ORGANIZATIONS**

<b>Managed Care Organization (MCO)</b>	<b>Number for <i>pharmacist</i> to call Pharmacy Benefit Manager (PBM) or MCO contact</b>	<b>Hours of operation for PBM or MCO</b>	<b>Procedure for pharmacy to follow when physician unavailable and recipient's prescription is written for a non-formulary medication.</b>
<b>AMERIGROUP Corporation</b>	AMERIGROUP Medical Management 1-800-454-3730 24 hour Nurse is available, select option 2	Pharmacy Technicians Mon – Fri 8:00am – 7:00pm 24 hour nurse	In the event, that a medical exception is needed and the prescriber is unavailable, the pharmacist may receive an authorization to dispense a 72 hour supply by contacting AMERIGROUP Medical Management.
<b>Diamond Plan From Coventry Health Care</b>	Diamond Plan Authorization Unit 1-877-215-4100	Mon – Fri 8:00am-5:00pm, except holidays	If the physician cannot be contacted, the pharmacist is authorized to dispense a 72 hour emergency supply of medication to an eligible Diamond Plan HealthChoice member.
<b>Helix Family Choice</b>	AdvancePCS 1-800-345-5413 Helix 410-933-2200 or 1-800-905-1722	Mon – Fri 7:00am-10:00pm Sat 8:00am-8:00pm Sun 9:00am-6:00pm Helix M-F 8:30am-4:30pm	If the physician is unavailable, the pharmacist should contact PCS to obtain an override. Up to a 72 hour supply of the requested medication may be dispensed to an eligible Helix Family Choice Member.
<b>Jai Medical Systems, Inc.</b>	Scrip Solutions 1-800-213-5640	Scrip Solutions Customer Service, 24 hours – 7 days a week	In an emergency situation, where the physician cannot be contacted, the pharmacist is authorized to dispense a 72 hour emergency supply of medication, unless the medication is classified as a DESI, LTE or specifically excluded drug category product.
<b>Maryland Physicians Care</b>	Maryland Physicians Care Prior Authorization Unit 1-800-953-8854, select option 2	24 hours – 7 days per week	If the physician is unavailable, the pharmacist will notify the Maryland Physicians Care PA unit and fill the prescription for the maximum number needed until the next business day up to a maximum of 72 hours.
<b>Priority Partners</b>	Priority Partners 1-888-819-1043, AdvancePCS 1-800-345-5413	Priority Partners Pharmacy Coordinator, Mon – Fri 8:00am – 5:00pm except holidays	In the event the precertification unit is closed, or the pharmacist cannot reach the physician, the pharmacist may dispense up to a 96 hour supply of the requested medication to an eligible Priority Partners member.
<b>United HealthCare</b>	Medco Health 1-800-922-1557	24 hours – 7 days per week	If the physician is unavailable, the pharmacist should notify Medco Health at 1-800-922-1557 and/or UnitedHealthCare at 410-379-3473, and fill the prescription for the maximum number needed until the next business day up to a maximum of 4 days.

**ELIGIBILITY ISSUES: Call the Eligibility Verification System (EVS) 410-333-3020 or 1-800-492-2134 (Available 24 hours/7 days)**  
**Provider inquiries/complaints – Provider Hotline 1-800-766-8692 Recipient inquiries/complaints – HealthChoice Enrollee Action Line 1-800-284-4510**